

SHOPRIDER®



Grande

Model – TE-9AS

USER MANUAL

Please ensure that this manual is read and understood before using the scooter.

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Introduction

Congratulations on your purchase of the SHOPRIDER *Grande* scooter. This scooter incorporates the latest innovative designs. The SHOPRIDER *Grande* can be used in confined spaces both indoors and out. A direct drive rear transaxle and electromagnetic brake give a safe and efficient ride.

Intended Use

The SHOPRIDER *Grande* is intended for indoor or outdoor use in pedestrian areas by a single individual with limited mobility up to a maximum weight of 136kg (21st). It is intended to be used by those suffering from some disability or impairment which prevents a normal level of personal mobility.

The acute manoeuvrability prohibits the use by persons who are severely physically impaired or those who have balance difficulties. Your assessor / healthcare professional will determine the suitability of the scooter for each individuals' intended use.

Note: Persons with lower body amputations should not use this device unless evaluated with artificial limbs fitted, as stability may be compromised due to an irregular centre of gravity.

The ***Grande*** is a Class 3 invalid carriage and is not legally defined as a motor vehicle, and therefore the user is not required to possess a driving license. It is exempt from MOT certification. It must however be registered with the DVLA and display a nil duty vehicle license (tax disk).

A Class 3 invalid carriage can only be used by a person suffering from some physical defect or physical disability aged 14 or over, or by an able bodied person who is demonstrating a vehicle before sale, training a disabled user or taking the vehicle to or from a place for maintenance or repair.

A Class 3 invalid carriage can be used on public roads, but not on motorways, cycle lanes or bus lanes. When used on pavements or in pedestrian areas the scooter **MUST** be switched to its lower speed limit (see page 8). It is not recommended that the scooter is used on a dual carriageway, but if it is necessary an amber coloured flashing beacon must be used to warn other road users of your presence.

It is important that the user reads and understands the safety advice given within this manual before attempting to operate the product to avoid possible injury to the user or bystanders and avoid damage to the scooter or surrounding property.

'Grande'



1. Tiller control head
2. Hand brake
3. Captains seat with recline and adjustable width armrests
4. Indicators
5. Anti tippers
6. 12.5" Wide profile pneumatic wheels – non marking tyres
7. Front and rear suspension
8. LED headlights
9. Detachable front basket

Safety Advice



DO:

- Read this manual carefully before using your scooter.
- Turn the power off when transferring to and from the scooter.
- Select a slow speed when going down gradients (max 6°) or over uneven ground.
- Keep your feet on the scooter whilst driving.
- Ensure the seat is in a fixed position facing forwards before driving.
- Ensure the tiller is secure.
- Ensure the batteries are fully charged before your journey.
- Avoid rough or soft terrain and long grass wherever possible.
- Be aware of other road users and pedestrians. **If driving on the road you MUST adhere to the Highway Code.**
- Use lights whenever necessary.
- Turn the power off when not in use.
- Follow the maintenance guide to ensure safe operation of the scooter.
- Always remove the keys if leaving the scooter unattended. Unauthorised persons/children may use the scooter resulting in injury.



DO NOT:

- Carry passengers.
- Carry bags, luggage or walking aids on or near the tiller control other than in the basket provided.
- Exceed inclines over 8°.
- Traverse inclines.
- Attempt inclines if the surface is slippery.
- Turn sharply at full speed.
- Exit or enter the scooter unless the power is switched off.
- Switch off the power whilst driving – this will cause the scooter to stop abruptly (see emergency procedures – page 16).
- Use the scooter where you cannot safely or legally walk.
- Attempt to climb or descend kerbs except drop down kerbs.
- Use the scooter if under the influence of alcohol or any medication.
- Use a mobile phone whilst driving.
- Attempt to negotiate steps or escalators.
- Sit on the scooter if being transported in a vehicle.
- Attempt to tow any other devices.
- Exceed the stated weight limit.
- Connect any other devices to the batteries as this could cause permanent damage and void your warranty.
- Use any other batteries/charger other than those supplied by *SHOPRIDER*.
- Travel through water or over soft terrain (mud, sand etc.)
- Lift the scooter by the shroud assembly or any plastic part.
- Sharply shift your centre of gravity as this could make the scooter unstable.
- Freewheel down hills. This will damage the motor and brake and void the warranty,
- Tow the scooter with any other vehicle in the event of a breakdown.

Every care has been taken to ensure that your scooter will give you safe, reliable service provided you adhere to the advice given above.

Adjustments

Tiller Angle Adjustment

The lever to adjust the tiller angle is located on the right side of the tiller cover. To adjust the angle hold down the lever and move the tiller to the desired position and then release the lever to lock it in position. ***DO NOT hang bags or other objects from the lever.***



Seat Swivel & Seat Slide

The seat has a lockable swivel base to allow easier transfers. Simply lift the lever and rotate the seat at the same time. Releasing the lever will allow the seat to lock in position. The seat locks in 90-degree intervals. Always ensure the seat is in a locked position before mounting or dis-mounting the scooter. The seat should always be locked facing forward whilst driving. To adjust the seat depth, lift the seat slide lever and move the seat to the most comfortable position. Release the lever to lock in position.



Continued.....

Seat Removal

To remove the seat, lift the seat swivel lever and at the same time lift the seat up, away from the scooter. Fitting the seat is the reverse of the above procedure. Ensure the seat is properly relocated after fitting by operating the swivel function.

Do not hang baggage or other objects on the back of the seat as this may affect stability.

Seat Height Adjustment

Remove the seat as previously described. Loosen the securing screw and remove the locking pin. Adjust the seat post to the desired height. Insert the locking pin ensuring the retaining clip is refitted and tighten the securing screw. Re-fit the seat as above.



The higher the seat is adjusted; stability may be affected due to the higher centre of gravity.

Arm Width Adjustments

On each side of the seat towards the back there are two hand knobs, these are to adjust the width of the armrests or to remove them for transport.

Turn the hand knobs anti-clockwise to loosen. Once the knobs are loose you will be able to adjust the armrests in or out to the desired width. Re-tighten when a comfortable width has been achieved or remove the armrests completely for transport.



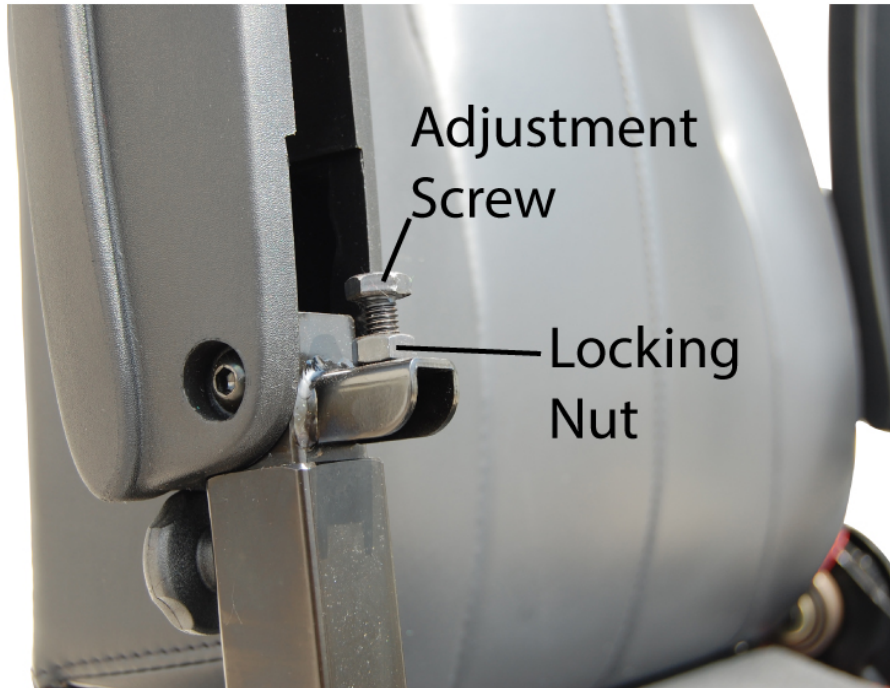
If removing the armrests for transport, ensure that the hand knobs are re-tightened to avoid them rattling loose and falling out.

Do not apply full body weight to the armrests for transferring. Lift the arm up out of the way to transfer to another seat.

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Armpad Angle Adjustment

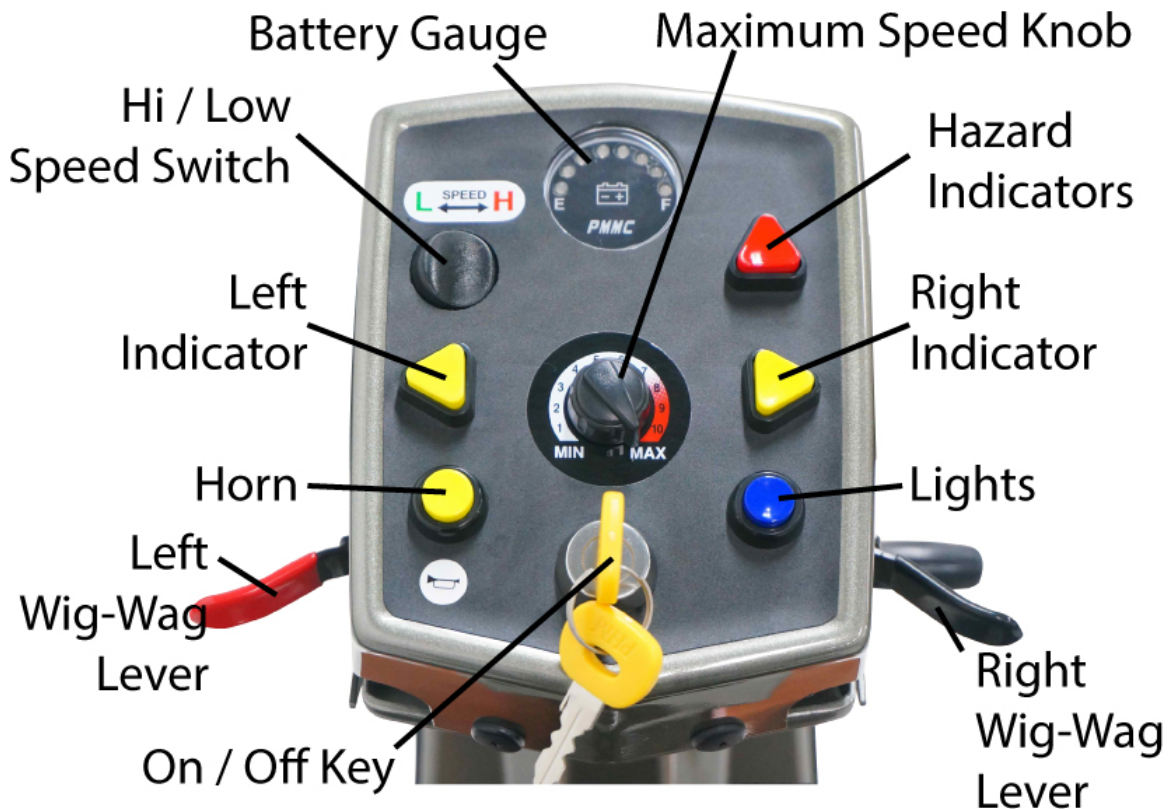
Lift up the armpad to expose the adjustment screw. Slacken the locking nut and undo / tighten the adjustment screw to change the angle of the armpad to the most comfortable position. Tighten the locking nut to fix the angle of the armpad.



Armrest Height Adjustment

At the back of each arm upright you will see the adjustment hand knob. Completely undo the handknob and adjust to the required height. Reinsert the handknob and fully tighten, ensuring it locates into one of the holes in the arm upright.





Maximum Speed Knob

The speed control enables you to set the maximum speed of the scooter. Turn clockwise to increase the maximum speed and anti-clockwise to decrease. ***Always start at a slow speed until accustomed with the characteristics of your scooter. Do not put excessive pressure on the dial. Only turn as far as the stops.***

When driving in pedestrian areas such as shopping precincts and busy pavement areas always respect other pedestrians and turn the maximum speed down so that the scooter travels at the walking pace of others around you.

Battery Level Indicator Gauge

This gauge gives you a guide to the amount of charge left in the scooters batteries. This will give the truest reading when the scooter is in motion. ***Always fully charge the batteries before driving your scooter and never let the batteries become completely drained, as this may cause permanent damage to the batteries.***

Hazard Indicators

Pressing the button will activate the hazard warning lights. All indicators will flash on & off simultaneously until the button is pressed again.

Right / Left Indicators

To operate the direction indicators, press either the right / left button to indicate your intended manoeuvre. The button should be pressed a second time to cancel the indicator.

Lights

Pressing the button will turn on the headlights and rear lights. Press again to switch off.

Continued.....

On / Off Key

Simply insert the key and turn clockwise to switch the power on. The display will light up to indicate the power is on. There may be a slight delay before the thumb levers operate as the controller checks the scooters circuits. ***Never leave the key in the switch unattended to prevent unauthorised use. Do not switch the power off to stop the scooter unless it is an emergency. The scooter will stop very abruptly if stopped in this way.***

Finger Lever (Wig-Wag)

The finger levers control the reverse and forward motion of the scooter – see '**Starting To Drive**' for operation. Remember, more pressure = more speed. Release the lever and the scooter will automatically come to a safe stop as the electromagnetic brake is applied. ***Always release the lever if the scooter behaves erratically.***

Horn Button

The button operates the scooters horn. ***This should only be used to warn others of your presence and not as a rebuke of any form.***

Hi / Low Speed Switch

This will switch the scooter between a maximum 4mph & 8mph mode. 8mph may only be used when driving on the road.

Take notice of the advice given regarding maximum speed when in pedestrian areas.

Emergency Handbrake

This is located on the left side of the tiller.

Should all emergency procedures fail, the emergency handbrake operates a brake on the rear wheel. DO NOT use this during normal driving as it could damage the electronics.



Emergency
Handbrake

Continued.....

USB Port

The USB Port (Output DC 5V, 2.1A Max.) is located on the right side tiller cover for the convenience of charging a USB device such as mobile phone.

For your own safety, please be careful if the USB port is used for charging your device while driving. Continued use for charging will use battery power and could reduce the overall range of the scooter.



Brake Release / Freewheel Operation

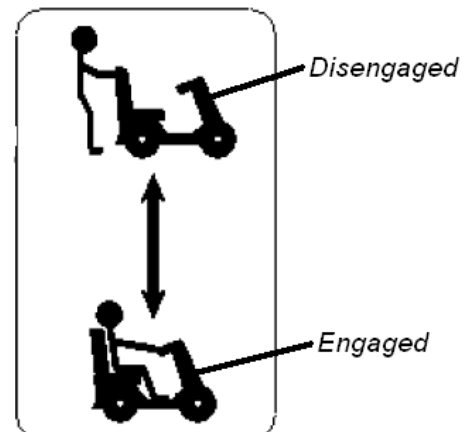
The yellow— brake release lever is situated at the right rear of the scooter. This lever allows you to disengage the drive mechanism and push the scooter in 'freewheel' mode. To disengage the drive, push the lever to the floor. The scooter can now be pushed.

Simply pull the lever up to re-engage the drive mechanism (the scooter can now be driven). The scooter will not operate when the lever is in the disengaged position. The scooter must be turned off and on by the key switch to reset the circuits before it will resume normal operation.

Always ensure the lever is fully re-engaged before driving.



Freewheel Lever^{r1}



Continued.....



Caution! Never leave the scooter unattended whilst in freewheel mode as it will roll away down an incline. 'Freewheel' mode should only be used in an emergency to move the scooter due to power failure. NEVER move the scooter in this mode whilst it is occupied. NEVER tow the scooter.

When in freewheel mode the scooter may be pushed on level ground at a walking pace. The scooter will 'auto-brake' if this speed is exceeded.

NEVER sit on the scooter and freewheel down a hill as this can cause permanent damage to the motor, brake and controller due to excessive regenerative braking. As above the scooter can only be moved at a walking pace when in freewheel mode.

Starting to Drive

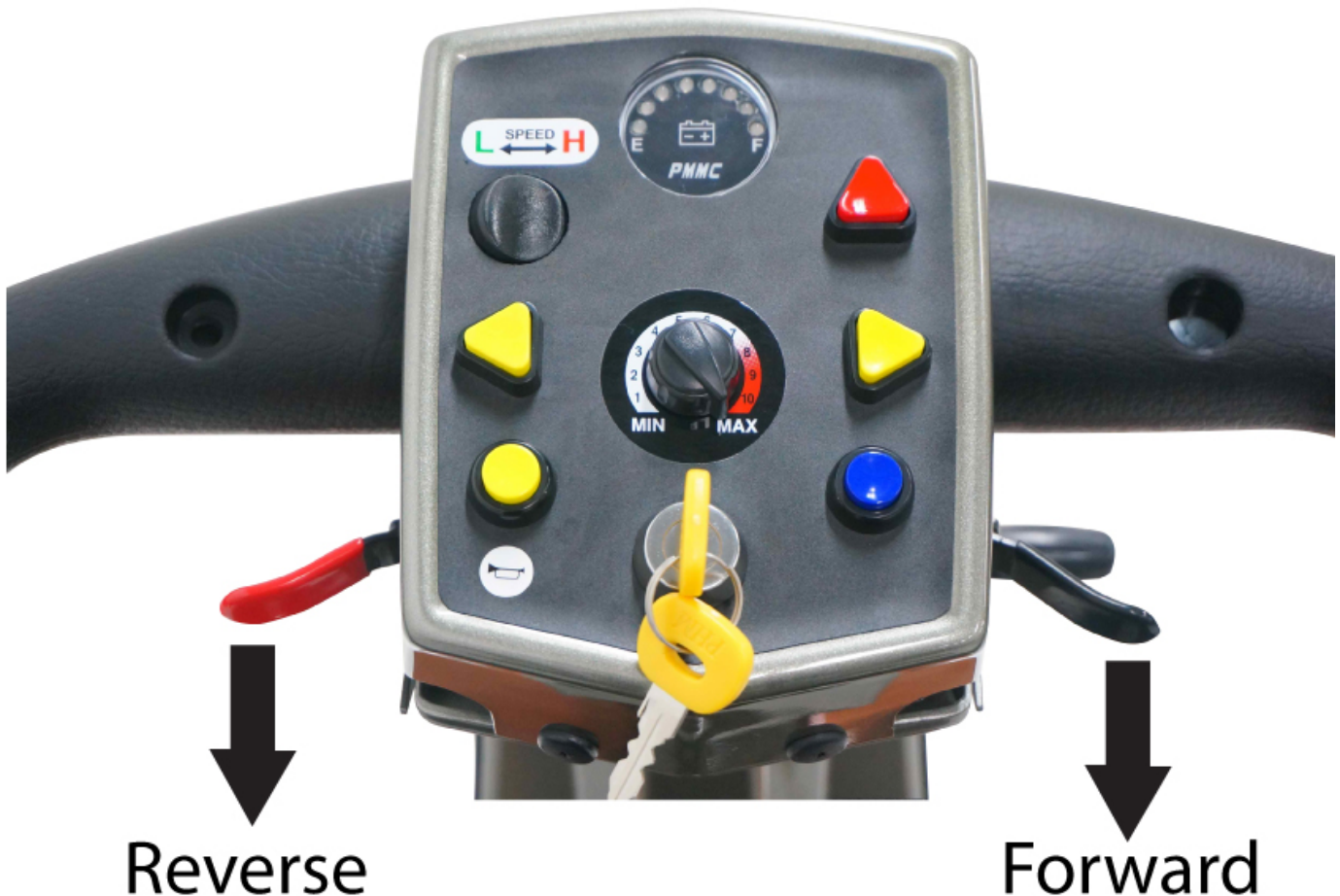
Getting Started



Note: You must fully charge the batteries prior to first use (see 'Batteries and Charging')

Select an area with plenty of space.

Mount the scooter by lifting the arm and sliding onto the seat. **Ensure the seat is securely locked in the forward facing position before driving.** Adjust the tiller and seat if necessary (see 'Adjustments'). **DO NOT use the tiller to fully support you during transfers.**



The Grande has a 'wig – wag' finger lever. The direction of the scooter is determined by which part of the lever is pulled as outlined above. Pulling the right side of the lever will cause the scooter to move forwards, the left side will select reverse.

Continued.....

Moving Off

Insert the key and switch on the power and initially set the speed control to a low setting. The further you pull the lever the faster the scooter will travel, but only to the maximum speed that has been selected. Release the lever and the scooter will come to a smooth controlled stop.



Caution! DO NOT switch off the power to stop the scooter as this will cause the transmission to lock and the scooter will come to a sharp stop, which could possibly cause injury. This procedure should only be used in an emergency.

Steering

Steering the scooter is light and easy. Ensure you give obstacles a wide clearance to avoid the rear wheels catching. When steering through limited spaces, turn the tiller in the direction that you wish to go and apply power gently. The scooter can turn very tightly with complete stability at slow speeds.



Caution! NEVER turn sharply at high speeds as it can make the scooter unstable. The maximum speed should be set at 50%.

Reversing

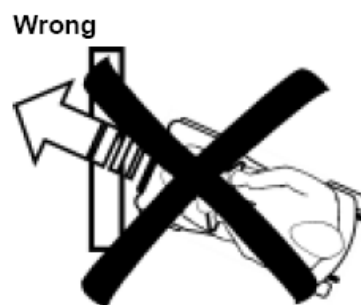
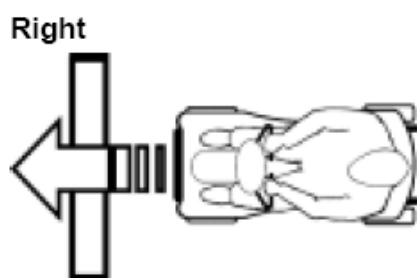


Before reversing ensure the area behind the scooter is free from any obstacles or hazards. Adjust the speed setting to low before you reverse. Steer wide of all corners and obstacles.

Caution! Do not reverse onto a main thoroughfare.

Ramps / Slopes

The stability of your scooter depends on several factors such as seat height, angle of gradient and the users height and weight. When approaching an incline, do so directly and not at an angle and avoid making turns where possible.



Surfaces

Your scooter will perform well over many surfaces. However, avoid long grass, loose gravel, sand, mud and ice.

Transferring

Lift up the armpad from the side you wish to leave or sit on the scooter. Use an aid for balance if required. DO NOT use the tiller or armrests to support the full weight during transfers.

Storage

Your scooter should be stored in a dry environment, preferably a garage or shed. Tarpaulins and covers may create condensation during certain weather conditions.

If your scooter is to be stored for prolonged periods, fully charge the batteries and remove them from the scooter.

Very cold weather can severely deplete battery condition (up to 40%). If left for any period during cold weather it is very important that the scooter is fully charged before use.

Batteries and Battery Chargers

Batteries

Charge the batteries completely (approx 8 hours) prior to first use.

The SHOPRIDER **Grande** uses two 34/36 Amp, 12 Volt sealed VRLA AGM batteries (optional 45/50Amp).

Low temperatures, rough terrain and the weight of the user can affect battery performance. Your battery gauge is a guide only to the level of charge remaining in your batteries and will give its best indication while the scooter is moving.

Note: Batteries recommended by SHOPRIDER MUST be used if they need to be replaced. An authorised SHOPRIDER dealer must carry out battery replacement.

Battery Charger

Charge the batteries completely (8-12 hours) prior to first use.

Batteries supplied with your scooter are specially designed for use on powerchairs and scooters and require an automatic battery charger. These chargers have an electronic switch that terminates the charge when the batteries are full.

The battery charger is a 5-amp switch mode type off board. The charger is able to read the level of charge in the batteries and will switch off when the batteries are fully charged.

To charge the batteries connect the plug lead into the charging socket on the left side of the tiller and the 3-pin plug into the wall socket and switch on. The chargers and their indicator LEDs are listed below:-

3 LED Indicator:-

Red Constant / Flash – Reversed

Polarity / Battery Fault

Yellow Constant – Charging

Yellow Flash – Open Battery Circuit

/ Low Battery Voltage

Green Constant – Fully Charged



Continued.....



Caution: Always charge the batteries in a well-ventilated indoor area. You must still maintain charging the batteries even if the scooter is not to be used for a prolonged period of time (2 to 3 weeks). Failure to do so could result in permanent damage and render the batteries unusable. Wherever possible do not interrupt the charge cycle until the batteries are fully charged. Continual interruption can permanently damage the batteries. If the charging lead should become damaged discontinue use immediately and seek a replacement from your dealer.



Disposing and recycling of used batteries

Batteries must always be recycled correctly. Do not dispose of them with your domestic refuse.



For further information regarding your nearest recycling facility please contact your local authority.

Maintenance

Product Life Expectancy

Your scooter has been designed to provide the user with a long, reliable life provided it is correctly maintained and regularly serviced by an authorised dealer. However, due to inevitable wear and tear and technological improvements it is recommended that the average useable life of this scooter is five years.

General Cleaning

The shrouds and seat of the scooter should be cleaned using a damp cloth and gentle detergent. Do not use abrasive cleaners or solvents, as this will damage the plastic components. Do not spray water (*hose or pressure washer*) onto the scooter as this may cause damage to the electronics.

Routine Maintenance

We suggest that your scooter should undergo a full service at least once a year by an authorised SHOPRIDER dealer.

Please check the following on a weekly basis:

- Front wheels spin freely
- Moving parts, pivots and frame fixings are not damaged or worn
- All hand knobs and levers are secure

Troubleshooting

Your scooter is fitted with the latest in electronic controls that are programmed to protect the electrical system from abnormal overloads.

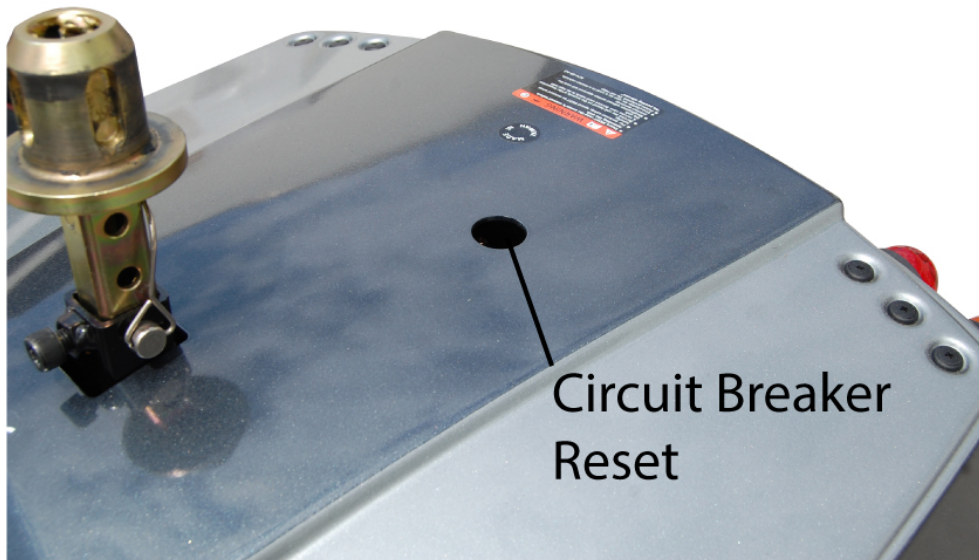
Fuses

There are two fuses on the battery cables to give protection against possible overload on the wiring.

Check List

If your scooter fails to operate, please check the following:

- The unit is switched on.
- All plugs and connections are firmly fixed.
- Battery level shows full charge.
- Freewheeling device is in the drive position.
- Circuit breaker has not tripped.



If the freewheel device has been operated with the scooter switched on, the scooter will not operate until the key switch has been turned off and on again.

✓ **Note:** Should your scooter fail to operate after checking these possible problems, consult your local SHOPRIDER dealer immediately.

If the scooter is switched on and not operated for a period of time (approx 10 minutes) it may enter 'sleep' mode. Simply switch the scooter off and on to reset the controller.

Further Information



Safety Information Regarding Electromagnetic Interference (EMI)

Scooters and powerchairs are designed to operate under certain conditions. However, radio waves or electromagnetic fields may affect the operation of the scooter. The source of EMI could be radio or television transmitters or portable devices such as mobile phones, portable CB radios etc.

Should any unintentional movement occur turn the scooter off as soon as safely possible.

Solar Energy

During periods of sunny weather, it is possible that surfaces of your scooter may reach high temperatures (as with motor vehicles). Please take precautions if leaving the scooter in direct sunlight for any period of time. Seek shade or cover the seat and hand controls to keep any temperature increases to a minimum.

Health Factors

Suitability for this product has been assessed on the user's current state of health. It is essential that the user regularly monitor their ability to use the scooter safely.

General Use

Take heed of the information given in this manual regarding safety and the maintenance of your scooter. If adhered to, your scooter should give you years of reliable mobility.

Storage and General Care

We recommend that the scooter is always stored in a dry environment such as a garage or shed to protect the chassis and other components from corrosion. Do not leave the scooter outside during rainstorms. If the scooter is wet, wipe with a dry cloth to ensure there is no ingress of water into the internal components of the scooter.

During everyday use, do not use in rain showers or travel through puddles. Avoid use in areas where the scooter could become contaminated with sand or abrasive materials.

Emergency Procedures

Should your scooter behave erratically or become unresponsive whilst driving, release the wig-wag lever so it may return to its neutral position and switch off the power at the key / switch. These procedures will stop the scooter and activate the braking system, preventing any further uncontrolled manoeuvres.

Note: Switching the power off at the key / switch can cause the scooter to stop abruptly and should only be used to stop the scooter during an emergency as this can damage the drive unit.

Product Stability

Scooters and powered wheelchairs are designed to allow the user flexibility of movement in restricted areas. Driving at maximum speed and attempting sharp turns can create a situation where the product becomes unstable. Therefore it is essential that the user pay attention to the guidance set out in this manual.

For maximum stability the speed setting should be set up to 50% of the maximum available (halfway between the tortoise and the hare or just entering the red sector on the speed indicator depending on the model.)

Continued.....

The main factors affecting stability are:

- Maximum speed setting
- Seat height
- User movement
- User's manoeuvres
- Gradients or slopes

Please keep your speed to a level where you can safely stop without having to make any erratic turns.

Do not load bags etc. on the back of the seat as this will affect the centre of gravity and could cause instability.

Do not lean outside of the 'footprint' of the product, especially whilst moving.

Avoid making turns on gradients or slopes.

Driving in Pedestrian Areas

As mentioned previously, when using the scooter in pedestrian areas always lower your maximum speed to that of the pedestrians around you. Remember the stopping distance of your scooter and always allow enough space to stop safely to avoid collisions with pedestrians or other objects.

Technical Specification

Class 1 Medical Device

Class 2 Indoor/Outdoor Vehicle

<i>Overall Size</i>		<i>Seat Dimensions</i>	
<i>Length</i>	<i>1400mm / 55"</i>	<i>Width</i>	<i>460mm / 18"</i>
<i>Width</i>	<i>670mm / 26"</i>	<i>Depth</i>	<i>430mm / 17"</i>
<i>Height (Max to top of seat)</i>	<i>1360mm / 54"</i>	<i>Seat to floor pan</i>	<i>470mm / 18.5" 570mm / 22.5"</i>
<i>Battery</i>	<i>2 x 50Ah</i>	<i>Backrest height (Incl headrest)</i>	<i>730mm / 29"</i>
<i>Height (folded) No Seat</i>	<i>490mm / 19"</i>	<i>Range</i>	<i>35km / 21m*</i>
<i>Maximum user weight</i>	<i>159kg / 25st</i>	<i>Seat to floor</i>	<i>660mm / 26" 760mm / 30"</i>
<i>Safe working slope</i>	<i>8°/ 14%</i>	<i>Battery charger (off board)</i>	<i>5 Amp</i>
<i>Weight with batteries</i>	<i>99kg / 218lbs</i>	<i>Turning Radius</i>	<i>1680mm / 66"</i>
<i>Max. Speed</i>	<i>12kmph / 7.5mph</i>	<i>Ground clearance</i>	<i>100mm / 4"</i>

* Passenger weight, rough ground conditions, low temperatures and battery condition can affect maximum range.

Notes:-

Warranty Terms and Conditions

This is to certify that your Shoprider® product is warranted for a period of 12 months from the date of original purchase. This warranty is not transferable.

Should a defect or operating fault arise within this period the Dealer from where the product was originally purchased should be notified immediately. Failure to register the fault may invalidate the warranty. The Dealer from where the product was purchased is responsible for any warranty repairs.

If a fault occurs within this period due to faulty workmanship or materials that the product will be repaired (or replaced at the Companys discretion) free of charge.

Any unauthorised modifications will invalidate the warranty.

Parts which are subjected to normal wear and tear, accidental damage, neglect or misuse are excluded from this warranty. Normal wear and tear includes tyres, chassis covers, bulbs, seat coverings etc.

Component parts replaced outside this period carry a six-month warranty. (Standard terms and conditions apply for this period).

Model:

Serial No:

Purchase Date:

Dealer Stamp

Distributed by:-
Roma Medical Aids Ltds
York Road, Bridgend Industrial Estate,
Bridgend
CF31 3TB
Tel: 01656 674488 Fax: 01656 674499
Email: sales@romamedical.co.uk
www.romamedical.co.uk

Shoprider reserve the right to change specifications without prior notice



Manufactured by:
Phisiang Machinery MFG. CO. LTD
No. 108 Hsin-He Rd, Hsin-Feng Hsiang, Hsinchu County, Taiwan

